



York County Head Start



Parent Handbook & Resource Guide 2015-2016



Mission of Children and Family Services/Head Start

To develop partnerships that promote quality opportunities for children's educational readiness, at all levels of ability, and to foster success for families and staff.

**Department of
Community Services**

**Laurie B. Coleman
Director**



Children and Family Services
Housing and Neighborhood Revitalization
Special Programs
Aging, Health and Disability Services
Juvenile Services
Parks, Recreation and Tourism
Library Services
Video Services

Welcome Head Start Parents,



Our mission at Children and Family Services is to “develop partnerships that promote quality opportunities for children’s educational readiness at all levels of ability, and to foster success for families and staff.”

York County is very proud of its long outstanding history of providing quality services which promote healthy development in all children and families we serve. This year York County celebrates over 45 years of serving children with 29 of those years as a Head Start program. The desire of the York County Head Start program is to continue to be a leader in early childhood education and to help our families fulfill their dreams.

The staff and I are very excited about having your children participate in our program, and we are sure you will find York County Head Start a great place for your child to learn, grow, and make memories. We believe that early learning is the root to a child’s success and as parents you are your child’s most important teacher. By combining all of our efforts, we can provide your child with a quality, comprehensive preschool experience.

Welcome to all our new families and welcome back to all those returning. I am sure your will find the 2015-16 school year a great success and I am so pleased you have chosen our program for your early education needs. I do look forward to meeting and getting to know each and every family.

Sincerely,

Sheri Newcomb, Head Start Director

York County Head Start Centers

Main Office: 890-3888
1490 Government Road
Williamsburg, VA 23185
TDD# Hearing Impaired: 890-3300
Website: www.yorkcounty.gov/comser/childsvc

Bethel Manor Center

1797 1st Street
Hampton, VA 23665
890-3893 (A)
890-3890 (B)
Head Start Class
Monday – Friday
8:45 a.m. – 1:15 p.m.

Griffin-Yeates Center

1490 Government Road
Williamsburg, VA 23185
890-3888
Head Start Class
Monday – Friday
8:45 a.m. – 1:15 p.m.

Yorktown Center

131 Siege Lane
Yorktown, VA 23692
890-2081
Head Start Class
Monday – Friday
8:45 a.m. – 1:15 p.m.

Information Hotline

890-3222

For Resource Tips, Parent Activity Schedules, Emergency Closings,
and Disaster Updates

York County Head Start

Welcome

We are pleased and excited about having your family in our program! This Parent Handbook has been designed to provide Head Start families information about our program's services, policies and procedures. Please take time to familiarize yourself with our program and use this booklet as an easy reference throughout the year.

York County Head Start is a free school readiness program that enhances the social and cognitive development of children between the ages 3-5 years and their families, regardless of sex, race, national origin or disability. Families must meet nationally established income guidelines. Enrollment is based on eligibility criteria, selection points and is subject to availability of spaces. Ten percent of the available slots may be filled by children whose family's income exceeds the federal income guidelines. Applications are accepted year round. Returning children are automatically eligible for the second year, however, children who are age eligible for a third year must be re-determined as a new applicant with current income.

Mission Statement

To develop partnerships that promote quality opportunities for children's educational readiness, at all levels of ability, and to foster success for families and staff.

Head Start Philosophy and Goals

First and foremost, Head Start believes that the parent is the child's primary educator and should be involved in every aspect of the program. The Head Start program believes that all children share certain needs. We provide children with many chances to learn and explore in a safe and caring environment. Our goal is to help every child learn the life skills that are so important in today's world, such as getting along with others, making healthy choices, and preparing them for entering the public school ready to learn.

We believe all children have the right to a quality preschool experience to help prepare them for school and later life. Children need a safe, loving, accepting environment that encourages exploration and experimentation with a variety of materials. They need loving hands to help them find their unique place in this world, and help to develop the skills to navigate their environment. We at York County Head Start provide warm, loving teachers and a safe learning environment, both physically and emotionally, to encourage exploration and productive problem solving. We provide a variety of materials and experiences for children to explore and experiment with, and help children develop the self-esteem and the self-confidence to gain independence and their own individual voices.

Parents play an important role in the education of their children and are encouraged to be as active as possible in the classroom as well as all other aspects of the program. Parents have the important roles of reinforcing skills learned at Head Start and the idea that learning is fun and important. Parents are encouraged to become active and informed about their child's development, strengths, areas of needed improvement, and

interests. We also believe in providing parents training opportunities to learn about parenting, both from experts and each other.

Head Start Services

Head Start is a comprehensive program providing many services to help the child, the parents, and the family. Head Start helps all children succeed by providing a comprehensive program that provides children with activities that help them grow mentally, socially, emotionally and physically as they prepare for kindergarten and beyond.

Education

All children enrolled in the Head Start program receive individual services to help the child meet his/her needs. We use the Teaching Strategies GOLD by *Creative Curriculum* that uses techniques such as hands-on activities and exploration to help children learn. Teachers and parents work together to write goals for each child and then help the child meet those goals. The children learn skills to help them prepare for kindergarten such as literacy skills; math skills; social skills; science skills; and physical skills. These skills teach the children to be creative, confident thinkers.

Family Services

The Family Services staff works to create a partnership between Head Start and each family while providing support and guidance to parents. Family Services staff strives to assist parents in achieving their personal goals for themselves and their family. Family Services Staff will meet with you in your home, at the Head Start office, at your place of employment, or at a convenient location. These meetings will provide your Family Services Specialist with knowledge to plan and offer support and resources as needed for reaching your goals that lead to higher education, parenting skills, and/or employment. Together with your Family Services Specialist, you will complete a Family Partnership Agreement to develop a written plan for establishing goals and taking action steps toward achieving your goals.

Child Care Services

If you are working, in school, or in training, we may be able to help you find day care and the resources to pay for day care up to 100%! The Department of Social Services has Block Grant Funds and Head Start Wrap Around Funds, that can be used for Head Start children and their siblings. If you are in need of child care now, or plan to begin work in the near future, stop by the Head Start office, or call and ask about how to apply for funds for day care assistance. We can provide resources and information on Licensed Day Care providers in the local area and also help you select a provider who meets your needs.

- Contact the York Poquoson Department of Social Services (Mary Lou Savarese) at 890-3976, for information and to apply for Head Start Wrap Around Funds. You will need to provide verification of income.

- Visit the child care providers in your area and decide where you want your child to attend.
- Complete their registration forms and the provider will need a copy of your child's physical, shot records, and will need to see an official birth record or birth certificate.
- Contact the Family Services staff if you need assistance or more information.

Family Literacy Services

The goal of Head Start's Family Literacy Program is to help Head Start families develop and use reading and writing skills. These skills can help them become more involved in their community, workplace, and in their child's education. The values the parents place on learning and reading in the home become the values the child will take to school. Education is a life long process. We can refer you to organizations who can help you with Adult Basic Education Classes, GED Classes, English As A Second Language, Computer Classes, Tutoring, filling out Financial Aid Forms, Medical Forms, College, Technical School or Job Applications and Resumes.

You can expect your child to receive a Literacy Packet every month, which includes activities that you and your child can do together at home. A book is included in this packet for your child to keep. Parents also have the opportunity to check out books from the Head Start Lending Library. This library has books for parents and children to check out, as well as resources on parenting, social issues, child development, GED preparation, job readiness, and employment/career readiness.



Men Investing Love and Time (M.I.L.T)

Any man or teenage boy can father a child, but only a DAD will raise the child. Even if he's not the father of the child, any man who cares enough to raise a child is a significant adult male in that child's life.

- ◆ Fathers (married, single, step or divorced)
- ◆ Older Brothers
- ◆ Significant Others
- ◆ Uncles
- ◆ Grandfathers
- ◆ Cousins

York County Head Start invites all Dads/Significant Adult Males and Role Models, to participate in our Male Involvement Program. It is an opportunity for fellowship among men raising children, to talk about parenting, to learn new child care facts and



techniques, to support each other, and to just have fun. It is fun to be in activities that you can relate to, and it is fun to play with your children. It is also exciting to be on the crest of the wave of change and to affect people's attitudes about what men can and cannot do, to make a difference in the life of a child and in the world.

Watch for the invitation to join us at the beginning of each new school year for an organizational meeting. Head Start staff will plan meetings and trainings, and work together to plan activities and fatherhood support groups.

Home Visits & Parent/Teacher Conferences

Home visits keep parents informed of their child's progress, allows parents to offer feedback/input, and assist parents in establishing and reaching their goals. Home visits are required by the Federal government and are scheduled in advance at a time that is convenient for you. Visiting in the home allows parents and staff to become better acquainted, as well as make decisions and plans for partnering throughout the school year. In addition to the scheduled home visits, any staff will be glad to make a home visit if at any time a parent requests one.

The parent-teacher relationship is very important to the success of the preschool experience and to Head Start. Your child's teacher will conduct a home visit at the beginning of the child's enrollment and will provide the opportunity for you and your child to get to know the teacher and learn about the Head Start classroom. In addition to the home visit, a parent conference will be held to discuss your child's academic performance and progress. The purpose of these meetings are to allow you the opportunity to tell the teacher about your child, and to help the teacher better prepare for your child's education. At the end of the year, the teacher will conduct a second home visit and a second parent conference to discuss your child's success in the Head Start program and plans for the next year.

In addition to the child's teacher, you will have a Family Services Specialist assigned to partner with your family to assist in establishing family goals and to work with you. Family Service Specialists will also visit your home to be sure that your experience with Head Start is a productive one for you and you family. These visits are planned, flexible, and if you prefer, may be combined with the visit with the teacher at a location that is convenient for you.

Since Head Start is a family-based program, we like to work as a team with your family to find out your views, concerns and needs. You may use these visits to give ideas about the program and about planning to meet the needs of your children. We are here to support, guide, and help you to achieve your goals.

You may get a note or letter through your child's book bag or in the mail/email, or a telephone call to schedule the time and date of your home visit. If the time and day that has been scheduled is not convenient, please notify us as soon as possible, through a note or a call to the phone number indicated on the letter. **If you prefer to have the visits outside of your home (such as at the center, library, or McDonalds, etc.) please let the Teacher and Family Services Specialist know.** Parents as well as

teachers are encouraged to help keep scheduled appointments to ensure that all home visits and conferences are completed in a timely manner.

Mental Wellness

Children's growth and development are influenced by many things that happen in their lives. We also know that young children's attitudes and behaviors are shaped by the relationships they have with others, such as family, friends, school, and their community.

At Head Start, together with parents, we help build life skills that may help protect your child from violence, alcohol, and drugs, as well as other negative influences.

At York County Head Start, we work with a qualified Mental Health Consultant to provide services to children and families who may have behavior and/or emotional needs in the form of family and/or individual counseling, etc. The Mental Health Consultant also provides parenting education programs. If you feel that you, your child, or your family needs mental health services, please let the Health Services Supervisor know and she will ensure you are put in touch with a person who can help you. All of this will be handled in a confidential manner.



Children with Disabilities

The Disabilities Service Area is designed to identify, evaluate needs and coordinate services for children with special needs and their families. Children with disabilities may be dually enrolled in both Head Start and special education programs. The Education and Disabilities Coordinator works closely with local school officials and agencies to provide services to these children.

York County Public Schools perform preschool screening and/or evaluations to identify children with special needs. Special Education services can be provided within the Head Start setting for children found eligible for these services. Parents of children who have been referred for services or who already have an Individualized Education Plan, can contact the Education and Disabilities Coordinator, and Family Services staff, for support and assistance.



Parent Participation

Parent participation is essential to the success of the Head Start program. Parents are the most important influence in their child's development. Parents you are your child's first teacher: Head Start encourages parents to become actively involved in their child's education, including direct involvement in decision making. Parents are highly encouraged to volunteer to ensure the success of the program, parents should provide at least 4½ hours of volunteer services each month. Parents can volunteer in the following ways:

- Helping or observing in the classroom
- Helping with weighing and measuring children

- Serving on the Policy Council to give ideas about our policies and procedures and oversee program operations
- Chaperon field trips
- Attending Parent Center Committee Meetings/Parent Trainings/Family Events
- Serving as Parent Center Committee and Policy Council Officers
- Participating in Parent/Teacher Planning Meetings/Activities
- Preparing classroom materials at home
- Bringing in materials for the children to use for crafts: toilet paper rolls, yogurt or other containers, egg cartons, and shoe boxes (our trash is a child's future treasure)
- Attending or helping with monthly Head Start Family Events, Parent Training and Educational activities
- Providing feedback, making suggestions for activities
- Attending the Health Advisory Meetings
- Attending Education Review Team Meetings

Please Note:

Dads, moms, uncles, aunts, granddads and grandmas, may volunteer on your child's behalf in the classroom and any other program events as well.

You are always welcome at your child's center, either volunteering, observing, attending a meeting, chaperoning on field trips, or just having lunch with your child. We value your contribution of time, talent, and skills you share with Head Start.

Upon arrival, please sign in at the main office and wear a volunteer badge while at the center. Please understand that while you are always welcome at the center, it is necessary and important to respect the confidentiality of our families. Therefore, please respect the privacy of individual offices at the Griffin-Yeates Center where staff may be reviewing files or discussing matters of a confidential nature. If parents have other children and want to volunteer in the classroom, please be sure to keep their safety in mind. Our classrooms are equipped with supplies that are safe for preschoolers but may be dangerous for infants and toddlers due to their small size. If you bring a non-Head Start child to the center, please keep in mind that you are responsible for that child, not the Head Start staff. The staff lounge is for employees only. Smoking is not allowed at any of the Head Start centers due to state licensing regulations.

Parent Center Committee



All Parents, Guardians or Immediate Family Members who have children in the Head Start program are members of the Parent Center Committee. Parents and staff work together to plan good experiences for the Head Start children. Parents are experts about their own child(ren). All Head Start staff are experts about working with children.

Working together and sharing information helps everyone to learn about program services, activities, events, and updates.

The Parent Center Committee will host the first meeting in October of each year. The frequency and time of meetings will be determined in October. Please plan to attend each meeting. The meetings will be a combination of planning, organizing, training, sharing, and will give you a chance to meet other parents. Both the Parent Center Committee and Policy Council meetings allow parents an opportunity to have their voices heard and to become active participants in their child's education, be a part of program planning, decision making, and fulfill their parent volunteer obligation.

Policy Council



Each Head Start program has a Policy Council, which is responsible for making decisions pertaining to program policies in accordance with Head Start Performance Standards. The Policy Council meets monthly from August of the current year to May of the next year. This forum is made up of 51% parents elected by the Parent Center Committee from all Head Start sites, and 49% of Community Representatives elected by Policy Council Parent Representatives. No experience or special skills are required of parents serving on this important council - only dedication and dependability. Each month, Council members are provided information about the program's progress, including a financial report that shows how much money was spent and on what it was spent on, personnel actions, monthly reports, service plans, program plans, quality improvement goals, etc.



Health Advisory Committee

The Health Advisory Committee is made up of Head Start parents, Health Professionals and Head Start staff. This committee aids the Health Services Supervisor in the planning, operation and evaluation of the health program for the year. The members assist with program policies, forms, and procedures related to the health of the children and families enrolled. The Health Advisory Committee meets twice yearly.

Education Review Team

The Education Review Team includes Head Start parents, Local Education Professionals, and Head Start staff. This committee helps the Education Staff evaluate education services and plan curriculum based activities each school year as part of the Head Start School Readiness Goals. The Education Review Team meets on a schedule determined by the group. The team receives updates on program outcomes and provides parents with the opportunity to offer input on program strengths and ways to support identified areas in need of improvement.

Volunteer Opportunities

Head Start relies heavily on families and community members to strengthen its program by actively volunteering. Parent and community support is essential to the success of every child in the Head Start program. Please let us know if you are interested in contributing your time and talents to the program.



York County Head Start Community Complaint Resolution Procedure

Overview/Policy

Participation by families and the community is an important aspect of the York County Head Start program. One way that we support this participation is through maintenance of an effective system of collecting, documenting, and responding to feedback about our program. It is the policy of the Board of Supervisors and Policy Council, with assistance from Head Start staff, to promptly review, respond to, and resolve complaints from families and/or the community in accordance with the procedures described.

1. York County Head Start staff will receive any complaint orally or in writing. and will make every effort to immediately resolve the problem through informal channels such as discussions between the complainant and program management staff. If the complaint cannot be resolved satisfactorily, staff will provide the individual with the Community Complaint form. Individuals who do not wish to, or are unable to, complete the form can describe their concern and program staff can complete the form for them. If information is received orally, the person receiving that information shall document it in writing on the form. Individuals may also request a form from the office of YCHS, and may request a stamped, self-addressed envelope for use in mailing a completed form back to the agency.

The form can be completed and submitted in the following manner:

- Placed in an envelope and given to staff who will forward it to the Manager of Children & Family Services
 - The complainant can request an addressed/stamped envelope
 - By facsimile to 757-890-4048
 - Via e-mail to sheri.newcomb@yorkcounty.gov
2. Upon receipt of the Community Complaint form, the Manager will provide a copy to the Chair of the Policy Council. If the complaint is not Head Start related, the Manager will provide a copy to the Department Director.
 3. Within 10 business days, the Policy Council Executive Committee, Division Manager, and appropriate staff will convene an Ad Hoc Committee and meet to jointly investigate the complaint and decide upon a course of action. Should the complaint not be Head Start related, the Department Director and Division Manager will investigate and shall propose a course of action.
 4. Within 30 days of the receipt of the complaint, the committee will report their findings and proposed action plan to the Executive Committee of the Policy Council, or the Board of Supervisors, for their approval.
 5. The Chair (or Director/Manager as appropriate) shall respond to the complaint, in writing, describing the findings and actions. The response will be provided within

45 days of receipt of the complaint unless the timeframe is extended by motion of the Policy Council and/or the Board of Supervisors.

6. York County Head Start will not respond to anonymous complaints.

*** Community Complaint Resolution Procedure complies with Part 1304.50 (d)(2)(V)
Program Performance Standards for Operation of Head Start Programs by
Grantees and Delegate Agencies.**

Program Information

Classroom/Center Assignments

Classroom and center assignments are made on the basis of program needs and for the benefit of the group of children as a whole. Every effort is made to assure that classes are well balanced in terms of ages, gender, and race.



Generally, center assignments are based on the family's address or the location of pick up and drop off points in relation to the center in consideration of efficient bus runs.

For best practices with preschool children; where possible, children will stay with the same teacher for their second year in the York County Head Start program.

Daily Attendance

The value of a child's attendance at school begins with enrollment at Head Start. To encourage a child's development, every effort should be made to have the child attend regularly. When your child is absent, we ask that you contact staff, explain the reason for the absence, or if the child is withdrawn, we ask that you send a note giving the last day of attendance and provide a forwarding address. So that Head Start records are maintained accurately, we ask that you send a note when your child returns after an absence to let staff know the reason for the absence. Please note that because we are required to carefully track children's attendance, if your child is absent and we do not hear from you, staff will contact you to offer support and ensure that the child is well. Staff will review all attendance concerns and follow steps involving monitoring and addressing children's attendance.

School success goes hand in hand with attendance!

- To many absences in preschool can cause children to start school behind their peers
- Students can fall behind if they miss just a day or two days every few weeks
- Absences affect the whole classroom

What can you do as a parent:

- Set a regular bed and morning routine
- Lay out clothes and pack backpacks the night before.
- Make sure you know the school calendar
- Ensure your child has the required health documents before school starts
- Don't let your child stay home unless they are sick
- If your child seems anxious about going to school talk to the teacher for advice
- Develop a backup plan for getting to school and picking up a sick child.

York County Head Start program is based upon eligibility requirements and the program is free. According to Federal Guidelines and Head Start Performance Standards (1305.8 Eligibility, Recruitment, Selection, Enrollment and Attendance) each child must maintain 85% attendance or above at all times in each classroom. Your child should be sent to school when he/she is well-enough to attend and kept home when he/she is sick, based on the exclusion policy. If your child is not able to attend due to illness, hospitalization, or family emergency, you should call the school to let the teacher know and send a note when they return. Should you need to keep your child out of school for a lengthy amount of time (4 or more days) or experience a crisis situation that effects your child's attendance, you will need to discuss this with your Family Services Specialist, and submit a extended absence request form, which must be reviewed and approved by the Family Services Coordinator and the Head Start Director. Extended absences will only be approved for situations involving illnesses or family crisis. Your child may have to be placed on an Attendance Action Plan to improve their attendance, or may be withdrawn and replaced with another child. If you do not notify the program of extended absences, frequent absences, or complete a extended absence request, your child may be withdrawn from the program and placed on the waiting list. If your child has excessive absences, or you are unable to meet the attendance requirements, this may result in your child being terminated from the program. If you need to withdraw your child, please notify the program in writing of your child's last day, and the reason for withdrawing.

Attendance Monitoring

When parents are providing their own transportation, Head Start staff assumes responsibility for children when the parent has signed the child in and has presented that child to the teacher. Your child must be signed in by a responsible adult. At the end of the day, all children again must be signed out in the classroom.

On a daily basis, the Family Services Specialist will monitor for attendance concerns. Children identified with an average attendance below 85% will receive support by their Family Services Specialist.

The parent/guardian is expected to call the center or classroom if the child cannot attend and give a reason for the absence. The classroom staff will record the specific reason for absence i.e. has fever, ear infection, family illness, etc.

Transportation

York County School Division provides bus transportation to the Griffin-Yeates Center only. Children may either ride the bus or be brought to the center and escorted to the child's classroom by a parent or other adult. For center drop-offs and pick-ups, see the hours of operation for each Head Start location.

Below is a list of rules that must be followed in order for your child to ride the bus.



- Head Start and the York County Schools Department of Transportation staff will make every effort to establish accurate pick-up and drop-off times; however, parents and child must be ready and waiting at the designated bus stop. The bus driver is on a schedule. If the bus driver waits for you, they will be late picking up the next child. Bus drivers may not arrive at the exact time every day. Please allow for traffic, fewer or more drop-offs, and emergencies. Bus Driver cannot wait longer than one (1) minute at a bus stop for parents to arrive.
- A parent or other responsible person **16 years or older** must meet the bus to put your child on the bus in the morning and to receive your child in the afternoon. For your child's safety, the person **must** come out to the bus to help the child off of the bus. If a different person is to get your child off the bus, or if the drop-off location is changed from what is provided at the time of enrollment, you must send a note to school with your child or contact the Head Start office or the child's teacher by 12:30 p.m. the day of the effective change. Head Start staff will not be responsible for messages left with the bus driver or bus monitor. We ask that you limit any changes in drop-off locations to what is absolutely necessary. Anyone who gets the child off the bus **must have a pictured ID. No child will be released to someone without identification.**
- If no one is at home to get your child off the bus, the child will be brought back to the center, and it will be your responsibility to pick up your child.
- If no one is at home to get your child off the bus a second time, he or she may jeopardize bus privileges for the remainder of the year.
- If the parent of the emergency contact cannot be reached within 30 minutes, the York-Poquoson Department of Social Services will be notified of an abandoned child.
- If problems are experienced with pick up, drop off, or staff, these problems will not be discussed while transporting children. Call the Head Start office at 890-3888 to discuss any transportation issues with the Assistant Education Coordinator.
- There is NO SMOKING OR ABUSIVE LANGUAGE at the bus stop.
- If space is available, parents may ride the bus to the center to volunteer.
- For safety reasons, the following items are not allowed: rolling back packs, food, drinks, toys or other personal items.
- Always take your child to the bus stop and stay with him/her until the bus arrives. Have a responsible adult meet your child to take him/her off the bus. Make sure that person is at least 16 years or older and has a picture ID with him/her, the bus



drivers WILL ask. They will not let your child leave with someone you have not authorized to take your child.

- Help your child on and off the bus. Talk with your child about how to get on and off the bus safely, not pushing those in front of him/her, and to move out of the way quickly so others can get off safely, too. Talk to your child about getting on the bus and finding a seat quickly, to buckle up, and to keep the seat restraint on and pulled tightly at all times.
- Make sure your child(ren) know that once they get off the bus, they need to get away from the bus as soon as possible. The driver cannot see small objects that are close to the bus. Remind your child(ren) to tell the bus driver if something has fallen or rolled under the bus. The bus driver or another adult will get the item that has been dropped. Many children are seriously hurt when they try to get a toy or other items out from under the bus, and the bus starts to go.
- Remind your child to never throw anything out of the windows, and to keep all of his/her body parts inside the bus.
- Remind your child to use a quiet voice while the bus driver is driving. Tell him/her that if the children are loud, it is hard for the driver to hear and drive safely.

Pedestrian Safety Rules

Always help your child(ren) cross the street. Preschool children should NEVER cross a street without an adult. While crossing the street, talk to your child about how to do so safely:

- Look left, right, and left again. Look for cars, bicycles, and other moving vehicles.
- Remind your child never to cross the street without an adult.
- Talk to your child about what to do if a toy should go into the street. They should leave the toy and find an adult to help them get it back.
- Talk to your child about where it is safest to cross the street. Be a good role model, cross at corners, in crosswalks, and at intersections where there are traffic lights or stop signs.



Pick Up and Drop Off

If your child is not riding the bus home, he/she must be picked up by 1:15 p.m. from your designated center.

To pick up your child you must:

- Present proper identification (we always ask) – please don't leave it in the car

(Driver's license, Military I.D., etc.)

- Report and sign in at the office at the Griffin-Yeates Center before going to the respective classroom

OR

- Report directly to the Bethel Manor and Yorktown classrooms and see the child's teacher. If the children are inside the school, you will need to sign in at the office.
- Sign your child out in the sign-out book

Remember: If you are sending someone to pick up your child, that individual's name must be listed as an authorized person on the pick up list. If you send someone who is not on the list, you must **send a note** before we will release your child to them. This person should also bring identification. Your child will not be released to anyone not on your list or not having identification. This is for your child's safety!

When dropping your child off in the morning, you must take your child to his/her teacher and sign him/her in. **Please do not drop your child off at the door and leave.** Be sure the teacher sees your child so she knows he/she is there. Preschool age children have a hard time finding their way and it is very dangerous to leave them unaccompanied.

Children left in the car, or children not being transported in car seats, is a form of child abuse and will be reported to the York/Poquoson Department of Social Services.

Health Services Staff

At York County Head Start a Licensed Practical Nurse coordinates the delivery of health services, and is supported by program staff. Children receive health screenings within 45 days of enrollment which includes recording height, weight and BMI, vision, hearing, development, nutrition, and health history. We are required to provide these screenings as a service to your family. These screenings will tell us if your child needs to have some further assessments to determine if there is a problem. You will be notified of the results of your child's screenings, either through a note home, during home visits, or by a phone call. If you have any questions about these screenings, please ask your child's teacher and/or our Health Services Supervisor.

Health Requirements

Physical Exam (30 Days)

- All children must have a current physical completed within 30 days of enrollment, and then annually to stay current throughout the school year.
- If a physical is not received within 30 days of enrollment or if the exam expires and a new one is not received by the expiration date, your child will be excluded from the classroom until the exam is complete.

- The physical exam must include the required lab results: *hemoglobin, hematocrit & lead level.*

Dental Exam (90 Days) Preventive dental services and treatment are designed to ensure that a child's teeth and gums are healthy, and that dental health problems do not affect a child's overall health. All children must have a dental exam completed by a dentist within 90 days of enrollment, and must remain current throughout the school year.

Immunizations

The center shall obtain documentation that each child has received the immunizations required by the State Board of Health before the child can attend the center.

- All children must have a complete up-to-date immunization record on file before they can attend class.
- An immunization form must be in the child's record by the date of the child's admission. Immunizations must be recorded on either a health department form or a physician's form, have the child's name, date of birth and be signed or stamped by a licensed physician, the physician's designee, or an official of the local health department.
- Religious Exemption: If parents choose to not immunize their children due to religious reasons, they must complete and sign the "Certification of Religious Exemption" form, stating that the administration of immunizing agents conflicts with the parent's or child's religious tenets or practices. This form must be notarized.

Parent Refusal of Health Services (*Head Start Performance Standard:1304.20*)

(e)(5)) *If a parent or other legally responsible adult refuse to give authorization for health services, grantee and delegate agencies must maintain written document of the refusal.*

- Parents have the right to refuse any of these; if they choose to do so, they must sign the parent refusal form and submit it to the Health Services staff within the required screening deadlines.

Medication

Unless your child takes medication for a chronic condition such as asthma or seizures, it is usually best for him/her to have medication at home. Since Head Start is only half day, it is possible for medicine to be given at home up to 4 times a day.

If it is necessary for your child to be given medication at Head Start, the following guidelines must be followed:



- Any medication to be given must be brought to Head Start with written instructions from the child's doctor. The medication must be a current

prescription specifically written for your child and it must be in the original bottle from the drug store with the appropriate labeling intact.

- Never send medication in the child's backpack. If you are not able to bring it yourself, please give medication to the bus driver or aide to give to the child's teacher or to the Head Start nurse. This is for the safety of your child as well as other children on the bus and at the center.
- A parent or legal guardian must sign a permission form for any medication to be given prior to administration of medication.

Medication will be kept for one week after expiration, or the end of the school year. Please make plans to pick up these items within this time frame, or they will be destroyed. Over-the-counter medication will not be administered to children without authorization. This includes sunscreen.

If you have any questions about this policy, please feel free to call the Health Services Supervisor at the Griffin-Yeates Center at 890-3888.

Sick Child

Parents generally know when their child is not feeling well and it is best to keep the child at home when that is the case. Children who do not feel well in the morning usually feel worse as the day goes on. Please call the Health Services Supervisor at 890-3888, if you have questions about whether your child should attend. Please remember to let Head Start staff know if your family is experiencing any personal difficulty such as illness or the death of a family member or friend, especially if your child will attend Head Start during that time. For these circumstances can upset your child. It helps if the teaching staff is aware of such things in order to better help the child deal with his/her feelings.

Your child should not attend Head Start if he or she:

- Has had any fever within the past 24 hours.
- Has been vomiting or has had diarrhea two or more times within the past 24 hours
- Has an undiagnosed rash – may attend with doctor's note only.
- Has conjunctivitis (pink eye).
- Is seriously ill or injured.
- Has a contagious illness such as strep throat or chickenpox.
- Has a contagious skin condition such as MRSA, ringworm, impetigo or scabies – will need a doctor's note to attend.
- Has a health condition temporarily preventing attendance, such as a severe asthma flare-up.
- Has a doctor's appointment or scheduled medical treatment. If possible, please make appointments after school hours.
- Has head lice or nits (lice eggs) – the child may not attend until the hair is treated and free of nits.

Nutrition

The Head Start Nutrition Program follows all rules and regulations set by the USDA Child and Adult Care Food Program. All children are provided breakfast and lunch each day. Meals are served family – style and children participate in setting the table, serving themselves, cleaning up etc. Children are encouraged to try new foods but are not forced to eat. Food is never used as a reward or punishment.

Things to remember:

- If you would like to eat with your child call the Head Start Office (890-3888) by 10 a.m.
- There is no charge to eat with your child.
- You will be served the same portion as your child. [Please do not bring any food or drink with you.]
- You will eat with your child's class at their designated mealtime.
- Do not send food with your child. This includes candy, soda, chips or gum, cake, cupcakes etc for holidays or birthdays.
- Holidays and Celebrations - Activities and celebrations are designed to focus on the similarities and differences between families and cultures and the manner in which they celebrate. Since all children would not have the same celebration for their birthdays or have allergies to certain foods we ask that you celebrate these moments at home.

Emergency Plans

Regular fire drills are held at Head Start so that children and staff can practice what to do in a real fire emergency. During fire drills, children are taken out of the building in an orderly fashion as quickly as possible. Teachers receive training on fire emergency actions, and they have primary and secondary evacuation routes posted in their classrooms. Children do not return to the building until an all-clear signal is given.

Head Start classrooms also conduct intruder drills. Teachers respond to a coded key phrase with a "lock-down" of their classroom. Teachers and other program staff take action to keep all children safe depending upon the situation. These measures are continued until the teachers are notified that the situation is safe.

Quarterly nuclear drills for other emergencies, such as nuclear accidents at Surry, are completed at the Griffin-Yeates Center. This is done because Griffin-Yeates is located within the 10 mile radius of the Surry Nuclear Power Station. In the event of a nuclear event, children will be brought indoors. Radios and televisions will be tuned to a Emergency Broadcasting Station for instructions and information.

If there is an actual release of nuclear material at Surry that threatens more than the immediate area, school buses will be sent to pick up Head Start children at a very early stage of the emergency. This will probably happen before the general public is aware of any emergency and before warning sirens are sounded.

If it is ever necessary to activate this emergency plan, we will take cellular phones and contact information with us. We will make every effort to notify parents about where they can pick up their children when it is safe to do so. It is possible, however, that

cellular phone channels will be blocked. Local radio and television stations and the Emergency Broadcast System are your best sources of information if we cannot reach you.

In the event of a tornado drill, the children are taken quickly into the hallways. The children are taught to play “turtle” by crouching against interior walls and covering their heads with their arms for protection.

Evacuation of children for any reason at other Head Start sites will follow the emergency plan of the school where the classroom is located.

Please be assured that in case of any emergency, the children are our primary concern. Head Start staff will go with the children in any evacuation. This means that your child will be with people he/she knows and trusts. York County Head Start has detailed, written emergency plans that are available for review any parent upon request.

Head Start classrooms will participate in the Great ShakeOut Earthquake drill on October 15, 2015 at 10:15 am. The Great ShakeOut is our chance to practice how to protect ourselves and everyone to become prepared. Everyone will practice “Drop, Cover and Hold On.”

Severe Weather

Head Start classes will close when York County Schools close for bad weather. If the schools delay opening by two hours, Head Start classes will be delayed two hours. Please listen to the following stations for closing information.

RADIO:	Dial	Call	Dial	Call
	<u>Numbers</u>	<u>Letters</u>	<u>Numbers</u>	<u>Letters</u>
	850 AM	WTAR	96.1FM	WROX
	90.3 FM	WHRO	102.9FM	WOWI
	94.1 FM	WXEZ	105.3FM	WJCD
	94.9 FM	WPTE		

TELEVISION: Call Letters

Channel 3	WTKR
Channel 10	WAVY
Channel 13	WVEC
Channel 46	WYCG
Channel 47	YCSD



For up-to-date closing information, call the Head Start main number at 890-3888, or the Head Start Information Line at **890-3222**.

There may be other occasions when Head Start (one or all of the centers) will close without advance notice (frozen pipes, no water, etc.) Parents will be notified immediately. Emergency closings for York County Schools will be announced on YCSD CHANNEL 47, as well as the Head Start Hotline. It may become necessary to have a

“make up day” as it is necessary to maintain a total of 160 program days. We will advise parents in a timely manner if days need to be made up.

Outdoor Policy



It is a state licensing requirement that children in our centers spend time outdoors each day, weather permitting. The children will go outdoors everyday unless it is raining, under 40 degrees, or over 95 degrees.

Outside play is an important part of a child’s development and fresh air is healthy for your child. The weather will determine how much time is spent outside for the outdoor play period. Alternative indoor activities will be scheduled in the event that it is not feasible to go outside.

It is important to dress your child according to the weather. In addition, please make sure that your child has an extra set of clothing to keep in their cubby for toilet accidents or outside accidents. Also, please send your child to school with closed toed shoes, this prevents accidents from happening on the playground.

Discipline and Termination Policy

Discipline of children is viewed as an educational process. Head Start staff assist children in developing the self-control and self-direction needed to thrive in group situations. At Head Start, we think of discipline as guidance and not punishment and we work to teach the children to manage their behavior and to identify and express their feelings and emotions appropriately. We use logical consequences and positive discipline techniques. We try to be consistent in setting appropriate limits and boundaries. However, if your child disrupts the classroom persistently, our alternatives are:

1. Parent conferences - a conference may be necessary to gain your support. Initially, it is with the parent and the child’s teacher. However, should behaviors continue, the teacher will ask other staff members to help support the parents, child, and teacher.
2. Behavior and/or Emergency Plan – Parents and staff work together to help the child learn appropriate ways of interacting with others. Together, parents and staff write a plan to help the child with their behavior. Parents may be asked to attend with their child.
3. Family counseling is available. Families may be encouraged by staff to make an appointment with the mental health consultant for confidential counseling to help overcome problems or difficulties that may disrupt the classroom.

4. However in some cases Head Start may not be able to manage If a child's behavior becomes unmanageable and the child poses a danger to themselves or others the parents will be informed of the child's termination from the program.

Under no circumstances will a child be spanked, grabbed, shaken, verbally abused, etc. by staff, volunteers, or other parents. In order to provide fairness and consistency for the child, we ask that you follow the center's discipline policy any time you are visiting or volunteering at the center. Please allow Head Start staff to handle all disruptions by the children. The Head Start Center is a designated "NO SPANKING ZONE." Please refrain from spanking your child or any other child.

AI's Pals: Kids Making Healthy Choices AI's Pals is a tool used to build skills. This social-emotional curriculum is designed to give children opportunities to practice making healthy choices to keep themselves safe and strong by teaching:

- good communication skills
- healthy ways to handle unsafe situations
- steps to solve problems and make good decisions
- self control
- how to identify and understand feelings
- how to respect others

Child Abuse and Neglect

Under State law, MANDATED REPORTERS are any person(s) working with young children, and as such, are required to report any suspicion of child abuse or neglect. This includes but is not limited to ALL staff and volunteers. Failure on the part of Head Start staff to report suspected child abuse or neglect may result in jail sentence, monetary fine and/or loss of employment for the staff person.

Please note that all acts of Child Abuse or Neglect (suspected or known) will be immediately reported to the Health Services Supervisor or a designated Head Start staff person at 890-3888. A mandatory report must be filed with the York-Poquoson Department of Social Services by a designated Head Start staff person.



Every parent at one time or another becomes overwhelmed with the responsibility of child rearing. If you are struggling with disciplining your child, we can help. Please talk with your Family Service Specialist, the Education/Disabilities Coordinator or the Mental Health Consultant to get assistance and appropriate support.

Parent Alcohol/Drug Use

Parents will not be allowed to stay at the center if a staff person suspects her/him of being under the influence of drugs or alcohol.



Likewise, adults who pick up children and who are suspected of being under the influence of drugs or alcohol will be asked to call another responsible adult to come get the child. If the adult persists in taking the

child, it is the legal and ethical responsibility of staff to notify the Sheriff's Department, and file a report with the York- Poquoson Child Protective Services Office. Smoking in front of children at any of the centers, on field trips, during other Head Start activities, near the bus or at bus stops, is not allowed.

Court Orders and Custody

In situations involving child custody disputes or restraining orders, a copy of the court order **MUST** be in the child's file. We cannot prohibit contact with either parent without current court orders.

Communication

Communication is very important to the success of your child in the Head Start program. We will communicate with you about your child and we need you to do the same. We ask that you update your child's records as soon as changes occur such as home phone, address, employment, or cellular phone numbers, emergency contacts, pick up lists, or any changes that may affect your child's daily routine (birth, death in family, marriage, move to a new home, etc.). If an emergency occurs at school and we are unable to reach you or the designated emergency contacts within 30 minutes, we are mandated to notify the York-Poquoson Department of Social Services.

Daily Activities

To keep you informed about what is happening in your child's classroom, important papers such as artwork, newsletters, flyers, and notes from the Head Start staff will be sent home with your child frequently. Please look for these items daily. Each week, the Weekly Activities sheet will come home. It will list the activities your child will be doing every day of that week. The Weekly Activities sheet will let you know about field trips and special events, as well. Parents are welcomed and encouraged to visit or call their child's teacher if they have any questions or concerns about their child.

Newsletters

The Head Start Herald (newsletter) is sent home monthly. Call the office if you do not receive a copy of the Herald. Please read the newsletter to learn about interesting information, special events, monthly meetings, parent training, York County Head Start employment opportunities, recipes, field trips, other dates to remember, and menus for breakfast and lunch.



Email Alerts

Get information instantly! You can receive information about school closings, early dismissal, special events and training opportunities instantly by contacting the administration office and providing an email address.

Special Events

In our on-going effort to make sure we include ALL children in ALL activities, holiday celebrations are not usually held during classroom time. Some of our Head Start families do not celebrate all holidays and we do not want to offend or exclude any of the children in any activities held in the classroom. We will continue to offer holiday celebrations that parents and children can participate in together after Head Start instructional time.

Transitions and Changes

You will find that Head Start staff is available to you and to your child during transitions. We work with the parent/guardian and the child to ease the stress of change whether it is from home to classroom, or from pre-school to kindergarten, or during any transition period that the family may experience.

One of your child's first transitions will be when he/she comes to Head Start on the first day of school. To help you and your child get ready for that day, we hold a Preschool Orientation. At that time, you and your child will have the chance to meet the Management Team, your child's Teacher, Family Services Specialist, and the Head Start staff. During Open House you will get to see the classroom and your child will have the opportunity to take a look around and experience being in the classroom with the teacher. You will also have the chance to learn more about the Head Start program and the policies. Teachers and Family Services Specialist will also schedule a home visit with you before your child starts, or as soon as possible afterwards.

Another transition for your child is kindergarten. During the spring, you will be provided with a home learning packet of activities that can be done with your child over the summer. We encourage you to also register early for the York County Safety Town program that provides your child with a fun-filled week of safety information and classes. As your child departs our program, we are frequently asked to provide information regarding school orientations, kindergarten expectations, before and after school childcare, school information, rights and responsibilities for parents of children with disabilities, and also for the Virginia Standards of Learning. This information is provided at the kindergarten transition meeting, or is sent home during the spring to help you prepare for moving up to kindergarten.

Child Care Licensing Information

York County Head Start is licensed by the State of Virginia. Standards for licensed childcare centers address certain health precautions, adequate play space, a ratio of children per staff member, equipment, program, and record keeping. Criminal record checks and specific qualifications for staff and volunteers working directly with children are also required.

Compliance with standards is determined by announced and unannounced visits to the program by licensing staff within the Department of Social Services. In addition, parents or other individuals may register a complaint about a program, which will be investigated if it violates a standard.

If you would like additional information about the licensing of child care programs or would like to register a complaint, express a concern, receive tips on child care, or training information, call:

1-800-KIDS-LIL (1-800-543-7545)

Regional Offices of Licensing

Peninsula Area

729 Thimble Shoals Blvd., Suite 6-B
Newport News, Virginia 23606-4242
757-594-7594

Central Regional Office

1604 Santa Rosa Road, Suite 130
Richmond, Virginia 23229-5008
804-662-9743

Eastern Regional Office

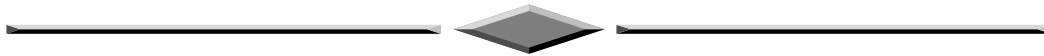
Pembroke Office Park
Pembroke Four Office Building, Suite 300
Virginia Beach, Virginia 23462-5496
757-491-3990

NOTE: You will not reach a York County Head Start staff person at the above number. This is a state agency number.

LET US HEAR FROM YOU!

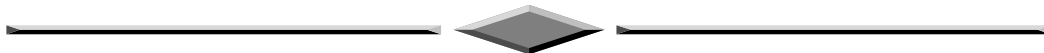
We welcome your feedback! Whether you have a question or comment (negative or positive), we would like to hear from you. Your comments are very important as we look at what works and what doesn't work in all aspects of the program.

Head Start staff is always available to talk with parents regarding their concerns. If you would like to talk with a teacher, please arrange a time when Head Start children are not present.



**WE LOOK FORWARD TO SEEING YOU
WHEN YOU COME TO VOLUNTEER AND PARTICIPATE IN THE
HEAD START PARENT/FAMILY TRAINING AND EDUCATIONAL
ACTIVITIES!**

**WE HOPE YOU AND YOUR CHILD
HAVE A WONDERFUL YEAR!**



York County Head Start Community Complaint Resolution Procedure

Overview/Policy

Participation by families and the community is an important aspect of the York County Head Start program. One way that we support this participation is through maintenance of an effective system of collecting, documenting, and responding to feedback about our program. It is the policy of the Board of Supervisors and Policy Council, with assistance from Head Start staff, to promptly review, respond to, and resolve complaints from families and/or the community in accordance with the procedures described.

It is the practice of York County Head Start (YCHS) staff, Policy Council and Board of Supervisors, to promptly review, respond to, and resolve complaints from families and/or the community in accordance with this procedure.

1. YCHS staff will receive any complaint orally or in writing. YCHS will make every effort to immediately resolve the problem through informal channels such as discussions between the complainant and program management staff. If the complaint cannot be resolved satisfactorily, staff will provide the individual with the Community Complaint Form. Individuals who do not wish to, or are unable to, complete the form can describe their concern and program staff can complete the form for them. If information is received orally, the person receiving that information shall document it in writing on the form. Individuals may also request a form from the office of YCHS, and may request a stamped, self-addressed envelope for use in mailing a completed form back to the agency.

The form can be completed and submitted in the following manner:

- Placed in an envelope and given to staff who will forward it to the Manager of Children & Family Services
 - The complainant can request an addressed/stamped envelope
 - By facsimile to 757-890-4048
 - Via e-mail to sheri.newcomb@yorkcounty.gov
2. Upon receipt of the Community Complaint form, the Manager will provide a copy to the Chair of the Policy Council. If the complaint is not Head Start related, the Manager will provide a copy to the Department Director.
 3. Within 10 business days, the Policy Council Executive Committee, Division Manager, and appropriate staff will convene an Ad Hoc Committee and meet to jointly investigate the complaint and decide upon a course of action. Should the complaint not be Head Start related, the Department Director and Division Manager will investigate and shall propose a course of action.
 4. Within 30 days of the receipt of the complaint, the committee will report their findings and proposed action plan to the Executive Committee of the Policy Council, or the Board of Supervisors, for their approval.

5. The Chair (or Director/Manager as appropriate) shall respond to the complaint, in writing, describing the findings and actions. The response will be provided within 45 days of receipt of the complaint unless the timeframe is extended by motion of the Policy Council and/or the Board of Supervisors.
6. York County Head Start will not respond to anonymous complaints.

*** Community Complaint Resolution Procedure complies with Part 1304.50 (d)(2)(V) Program Performance Standards for Operation of Head Start Programs by Grantees and Delegate Agencies.**

Community Complaint Form
York County Head Start

Date Received: _____

Received by: _____

1. What is the problem? Please be as specific as possible. _____

2. When did it happen? Please provide dates and times of each occurrence. _____

3. Who was involved? Please provide names and titles if possible. _____

4. Do you have any suggestions for resolving the problem? _____

Please provide your contact information. It is important that you complete this information as we want to inform you about how we resolve the matter. We may also need to obtain more information from you about the problem. However, we respect your privacy and will only share your information to the extent it is necessary to resolve the problem.

1. What is your name and phone number? What is the best time to reach you? _____

2. Are you affiliated with the agency in any capacity? (volunteer, neighbor, etc.) If so, what is it? _____

3. Is there anything else we should know? _____

Community Complaint Form York County Head Start

1. Nature of the Complaint. (Provide brief description) _____

2. Actions Taken To Resolve Problem. Include date, if applicable.

A. _____

B. _____

C. _____

3. Should problem recur, name of person and telephone number at York County Head Start to contact. _____

Staff Member Signature/Title

Date

1304.40(b)(1)Grantee and delegate agencies must work collaboratively with all participating parents to identify and continually access, either directly or through referrals, services and resources that are responsive to each family's interests and goals.

NONDISCRIMINATION STATEMENT

- “In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.”

COMPLAINT PROCEDURE:

- “To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue SW, Washington, DC 20250-9410 or call (800) 795-3272 or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer.”

“This institution is an equal opportunity provider.”

Hampton Roads Resource Guide

- **AIDS/HIV**, 220-4606, Williamsburg.
- **Air Force Aid Society**, 764-3990, www.afas.org.
- **Al Anon & Alateen**, Support for the friends and families of adult alcoholics, 1-888-425-2666, www.al-anon.alateen.org
- **Alcoholics Anonymous**, 253-1234, aavirginia.org.
- **American Red Cross**, York Poquoson Chapter, 898-3090, www.redcross.org.
- **Angel Food Ministries**, 564-7929 ext. 128, www.angelfoodministries.com
- **ARC of Virginia Peninsula**, Serves people with disabilities, primarily individuals with mental retardation, 224-4504, Hampton, www.arcvap.org.
- **Army Emergency Relief**, Fort Eustis, 878-2165.
- **Ask A Nurse**, 595-6363, riversideonline.com.
- **Avalon Center for Women and Children**, Williamsburg, 258-5051, www.avaloncenter.org.
- **Benevolence Ministry**, Breakthrough Worship Center, 757-865-1189, Yorktown.
- **Bereavement**, 669-2273, Newport News, bshr.com; 766-2600, Hampton, Sentara.com.
- **Bethel Manor Elementary School**, 867-7439, LAFB.
- **Big Brothers/Big Sisters of the Peninsula**, 253-0676, Williamsburg.
- **Boys and Girls Clubs of the Virginia Peninsula**, 243-8307.
- **Bruton High School**, 220-4050, Williamsburg.
- **Center for Sexual Assault Survivors**, Sexual abuse counseling, 599-9844; 24 hour hotline, 757-236-5260; visitthecenter.org.

- **Child & Family Connection**, 229-7940, Williamsburg,
<http://www.ctrchildfamilyservices.org/childandfamilyconnection>.
- **Child Development Resources**, 566-3300, Norge or 220-1168, Griffin-Yeates Center.
- **Chung, John DDS**, Newport News, 833-7217.
- **Clothing Ministry for Women Back To Work**, Women with financial needs are provided free clothing to go to work or interview for a job, 420-2625.
- **Colonial Behavioral Health**, Williamsburg, 220-3200; Grafton, 898-7926.
www.colonialbehavioralhealth.org.
- **Community Services Boards**, Mental health, mental retardation and substance abuse services, Hampton/Newport News, 245-0217; information and referral, 380-9172; Middle Peninsula, 804-758-5314; hnnscsb.org.
- **Consumer Credit Counseling Services of Hampton Roads**, Offers free budget counseling for families or individuals having financial problems, 826-2227, www.debtfreeonline.com.
- **COPE**, 24 hours crisis assistance and referral for emergencies, 1-800-247-3054.
- **Cornerstone Assembly of God**, Food Pantry open to the public every Tuesday between 11AM – 1PM; For emergency food needs please call; Clothing needs fulfilled by appointment only; Provides employment services Monday-Friday from 8AM – 4PM, Hampton, 826-4322.
- **Coventry Elementary School**, 898-0402, Yorktown.
- **Cub Scouts/Boy Scouts of America**, 595-3356, Newport News,
www.scouting.org.
- **Dare Elementary School**, 898-0324, Yorktown.
- **Depression**, support group, 247-0871.

- **Diabetes**, Newport News, 866-6700, bshr.com; Williamsburg, 259-4233, sentara.com;
- **Division of Child Support Enforcement**, 1-800-468-8894 or 766-3710, Hampton.
- **Divorce care**, For those separated or divorced, 874-1223, wowcenter.org.
- **Domestic Violence Intervention Program**, for males only, 875-0060.
- **Ezekiel, Jeffrey DDS**, Tabb, 867-5003.
- **Family Focus**, 898-2945, Grafton; 566-9777, Williamsburg.
- **FAMIS** (Family Access to Medical Insurance Security), children's health insurance, 1-866-873-2647, www.famis.org.
- **First Call for Help**, 594-4636.
- **First Steps Child Care and Development Center (Early Head Start)**, 220-1168, Williamsburg, <http://cdr.org>.
- **Fleet and Family Support Center**, 887-4606, Yorktown.
- **Food Bank of the VA Peninsula**, 596-7188, Hampton, <http://hrfoodbank.org>.
- **Food Pantry of Church Women United**, Emergency food closet, York County, 898-9057.
- **Forward**, Grief support for widows/widowers who have lost loved ones, 826-2110, ext. 309.
- **Freedom Outreach Ministries**, Prevention Training, Crisis Intervention, Counseling, Educational Training, Diversity Training, Job Training, Job Referrals, Food and Clothing, Entrepreneurial Clinics, Youth Intervention, Peer-Pressure Training, Resource Referrals, Newport News, 380-6126.
- **Gathering of Men**, Christian organization for men, 599-4008, gatheringofmen.com.
- **Girl Scouts of America**, 595-9802, Newport News, www.girlscouts.org.

- **Goodwill Industries of Hampton Roads**, Peninsula Division, 248-9405; www.goodwillcva.org.
- **Grafton Bethel Elementary School**, 898-0350, Yorktown.
- **Grafton High School**, 898-0530, Yorktown.
- **Grafton Middle School**, 898-0525, Yorktown.
- **Grief Share**, 874-1223, wowcenter.org.
- **Habitat for Humanity**, 596-5553, Newport News, <http://www.habitat.org>.
- **Hampton Roads Clinic**, Offering outpatient substance abuse counseling, 827-8430.
- **Home delivered meals**, 873-0541, Hampton/Newport News/York County; 229-9250, Williamsburg Area Meals on Wheels.
- **Jack Chase's Bread Ministry**, Help for those destitute but make too much to qualify for help from social service agencies, 251-0600.
- **Kids Priority One**, 244-5373, www.kidspriorityone.org.
- **Kool Smiles Dentistry**, 588-5665, Newport News; 827-5665, Hampton. <http://www.koolsmilespc.com/index.html>.
- **Langley Family Support Center**, 764-3990, LAFB.
- **LINK of Hampton Roads**, Serves children and adults by providing shelter, housing, food, clothing and medical assistance, 595-1953 or linkhr.org.
- **Magruder Elementary School**, 220-4067, Williamsburg.
- **Malachi House**, Provides help with emergency housing, 871-0982.
- **Mary Immaculate Hospital**, 886-6000 general information; 886-6700 emergency center. <http://www.bonsecourshamptonroads.com/index.html>.
- **MEDICAID**, York County Social Services, 890-3787.
- **Menchville House Ministries**, Shelter for women and children in transition, 833-5980, menchvillehouse.com.
- **Mt. Vernon Elementary School**, 898-0480, Yorktown.

- **Narcotics Anonymous**, 240-5223, Newport News.
- **Natasha House**, Providing help with emergency housing, 898-1993.
- **Old Towne Dental**, 259-3258, Williamsburg.
- **Old Towne Medical Center**, 259-3258, Williamsburg.
www.james-city.va.us/communityservices/old-towne-medical.html
- **Oxford House Hampton**, Recovery house program for women, 265-6783, Hampton.
- **Peninsula Child Development Clinic**, 594-7319, Newport News.
- **Peninsula Disability Services Board**, 926-8634, Newport News.
- **Peninsula Health Center**, 594-7305,
<http://www.vdh.state.va.us/LHD/peninsula>
- **Peninsula Institute for Community Health (PICH)**, 380-8709 Marshall Avenue, Newport News; 874-8400 Warwick Blvd, Newport News,
www.pich.org.
- **Personal Financial Management Program**, 764-3990, for Military, LAFB.
- **Peninsula READS**, Teaches adults the literacy skills needed to participate fully in society, 727-1097, Hampton; 283-5776, Denbigh;
peninsulareads.org.
- **Peninsula Rescue Mission**, 380-6909, peninsularescuemission.org.
- **Planned Parenthood**, Hampton, 826-2079, www.ppsev.org.
- **Poison Control Center**, 1-800-222-1222.
- **Project Hope**, Women's support group for emotional, verbal, physical, and sexual abuse/support group or individual counseling for children who have witnessed abuse, 1-877-966-4357, quinrivers.com.
- **Protect Our Kids**, For families with children exposed to community, domestic, or school violence, 727-0651, protectourkids.net.
- **Pugliese, Richard DDS**, Williamsburg, 259-9703.

- **Queens Lake Middle School**, 220-4080, Williamsburg.
- **Riverside Regional Medical Center**, 594-2000 general information; 594-2050 emergency center.
- **Safehaven**, Shelter for abused and neglected children, 930-3611, safehaven.va.org.
- **Salvation Army**, 229-6651, Williamsburg; 838-4875, Hampton, <http://www.salvationarmysouth.org/VA.htm>.
- **Seaford Elementary School**, 898-0352, Seaford.
- **Serenity House Substance Abuse Recovery Program**, 898-9542, www.sh-va.org.
- **Sentara Williamsburg Regional Medical Center**, 984-6000 general information; 984-7155 emergency center.
- **SHARE**, Support for families who have lost a child to miscarriage, neonatal death, or SIDS, 886-6790.
- **Social Security Administration**, 873-3914, Newport News; 1-866-592-2669, Hampton.
- **Sudin, Allen DDS**, Hampton, 838-0800.
- **Tabb Elementary School**, 898-0372, Yorktown.
- **Tabb High School**, 867-7400, Yorktown.
- **Tabb Middle School**, 898-0320, Yorktown.
- **Tabb Library**, 890-5100.
- **The Lackey Free Family Medicine Clinic**, 886-0608, www.lackeyfreeclinic.com.
- **The Lamb House**, Offers food and clothing distribution, school supplies, 897-1701, Hampton.
- **The Volunteer Center**, Matches people and skills with nonprofit organizations, 262-0190, www.1-800-volunteer.org.

- **Transitions Family Violence Services**, 728-26381, Hotline 723-7774.
- **VA Cooperative Extension**, 890-3500.
- **Virginia Dept of Health, Office of Vital Records**, certified copies of birth, death, marriage and divorce certificates, 1-804-662-6200, Richmond.
- **Virginia Dept of Motor Vehicles (DMV)**, 1-866-368-5463,
www.dmv.state.va.us.
- **VA Dept of Rehabilitative Services Hampton Office**, 865-4863 or 1-800-552-5019.
- **Virginia Employment Commission**, 865-5800, Hampton,
www.vec.virginia.gov.
- **Waller Mill Elementary School**, 220-4060, Williamsburg.
- **WIC (Women, Infant and Children Program)**, 886-2810 Newport News;
253-4742 Williamsburg.
- **Wright Choices, Inc.**, 534-7903, Hampton.
- **YMCA**, 867-3300, Yorktown, www.ymca.net.
- **York County Animal Control Bureau**, 890-3601.
- **York County Children & Family Services Head Start – Bethel Manor Center**, 890-3893.
- **York County Children & Family Services Head Start – Griffin-Yeates Center**, 890-3888.
- **York County Children & Family Services Head Start – Information Hotline (English and Spanish)**, 890-3222.
- **York County Children & Family Services Head Start – Yorktown Center**, 890-2081.
- **York County Commissioner of the Revenue**, 890-3381.
- **York County Division of Housing**, 890-3885.
- **York County 4-H Programs**, 890-4940.

- **York County Parks & Recreation**, 890-3500.
- **York County School Board**, 898-0300, <http://yorkcountyschools.org>.
- **York County Volunteer Association & Thrift Store (Bargain Box)**, 898-8688. Grafton.
- **York High School**, 898-0354, Yorktown.
- **York/Poquoson Sheriff's Office**, 890-3630.
- **York/Poquoson Social Services**, 890-3787.
- **Yorktown Elementary School**, 890-0358, Yorktown.
- **Yorktown Library**, 890-3377.
- **Yorktown Middle School**, 898-0360, Yorktown.

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FORM AD-475C (REVISED 12-99)

WIC At A Glance



WIC Defined: WIC is the more commonly known term for The Special Supplemental Nutrition Program for Women, Infants, and Children. WIC is a federally funded initiative, the goal of which is to protect the health of low-income pre and postpartum women and young children by providing healthy food, nutrition education, and referrals to other health and social services.

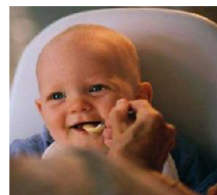
A WIC in Time: The very first WIC clinic opened its doors in 1974 in Pineville, Kentucky. With humble beginnings, WIC served 88,000 people in its first year at a total cost of 10.4 million dollars. Today, WIC serves over 9 million people with total program costs reaching over 6 billion dollars. WIC operates through 90 state agencies including all 50 states, 34 Indian tribal organizations, 5 U.S. territories (Northern Mariana, American Samoa, Guam, Puerto Rico, and the Virgin Islands), and The District of Columbia. It also provides healthy foods to 45% of infants, 37% of pregnant women, and 25% of children up to the age of 5 in the United States.



WIC, At Your Service: The WIC program offers a variety of services. The First and foremost, WIC provides access to nutritious food and formula by supplying participants with paper food instruments detailing WIC Food Packages, or more recently, the EBT cards. Participants use these to secure allowable food items from locally approved grocery stores. All allowable foods provided meet strict USDA guidelines to ensure that they are healthy, balanced, and provide nutrition that would otherwise be missing from a participant's diet. Along with



nutritious food, WIC provides access to educational materials that cover a myriad of topics, ranging from the importance of breastfeeding, to parenting tips and techniques. Lastly, WIC provides screenings to evaluate nutritional needs, as well as referrals to other health and social services that may aid the participant.



Is WIC For Me? To participate in the WIC program, it is necessary to meet the following requirements:

- A participant must be pre or postpartum female, infant (under the age of 1), or a child (age 5 or under)
- A participant must live in the state in which they applied for benefits.
- A participant's gross income must be at or below 185% of the U.S. Poverty Income Guidelines. The participant automatically qualifies on an income level if they are receiving SNAP benefits, Medicaid, or TANF. The state may also determine eligibility if the participant has qualified for certain other State programs.
- The participant must be assessed as a nutritional risk, the guidelines of which shall be determined on a per state basis.

WIC Moving Forward: Currently the state of Virginia's WIC program is working to convert its payment system from paper food instruments (similar to a check) to an EBT card. This project will greatly assist in making the WIC payment system easier and less cumbersome for the participant. The EBT card will offer more discretion at the time WIC purchases are made, as well as eliminate the need to keep track of several months' worth of food instruments.

